



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

JOB DESCRIPTION #2021-01

CLOSING DATE: OPEN UNTIL FILLED

Job Title: Network Systems Specialist

FLSA Status: Non-Exempt

Grade: 21

Work Location: 602 N. Staples, various locations

Department: MIS

Reports To: Director of Information Technology

Salary: \$22.92- \$37.36 (Min. – Max.)

General Summary: Under the direct supervision of the Director of Information Technology, is responsible for the daily administration and maintenance of the Regional Transportation Authority's IT Network environment and Telecommunication system; performs a variety of maintenance, evaluation, installation, and training tasks to enable users to maximize productivity.

Essential and Marginal Job Functions: Essential and other important responsibilities and duties that must be performed, with or without reasonable accommodation may include, but are not limited to, the following:

- Provide desktop support for users running windows 7/10 workstations.
- Assist in maintaining database structures and resources.
- Oversees RTA's Network, which includes RTA Cisco Phones and Cisco Switches at both Operations and Administration buildings.
- Administer, configure and maintain network security on network switches, Firewall, routers, wireless access points, and other devices as necessary.
- Assists with installation, configuration, and maintenance of workstations, telecommunication equipment, file servers, Ethernet networks, network cabling, and other related equipment,
- Performs Operating Systems installation and upgrades.
- Supports Board Room IT and recording equipment for RTA Meetings.
- Support and configure network printers.
- Administer, configure, and perform maintenance on Security Cameras Systems at the Staples Street Center.
- Assist with the adding and deleting of users in active directory, perform routine backup of RTA data, file permissions and file system integrity.
- Troubleshoots applications to identify and correct malfunctions and other operational difficulties.
- Instruct system users on operating systems, and other applications.
- Assist with the administration of Network Printers.
- Maintains a dependable attendance record.
- Complies with Regional Transportation Authority policies and procedures.
- Establishes and maintains effective professional working relationship with those contacted in the course of work.
- Wears personal protective equipment and complies with safety regulations.
- Maintains confidentiality and interacts with others in an effective professional manner.
- Performs other duties as assigned.

Qualifications include:

Knowledge of:

- Extensive knowledge of computer hardware and software;
- Computer networking programs, systems, languages, principles and technology;
- Technological developments/trends in area of expertise;
- Available computing and/or network hardware and peripheral equipment;
- Computer and/or network security systems, applications, procedures, and techniques;
- Federal copyright laws as they pertain to the use of computer software;
- Microsoft Office applications
- Correct English usage, spelling and vocabulary.

Ability to:

- Install, configure, and maintain Network Switches, Security Systems, and/or related hardware and software;
- Provide technical guidance and training to end-users;
- Identify and resolve computer system malfunctions and operational problems;
- Communicate with coworkers with proficiency at many different levels of computer literacy;
- Communicate effectively both verbally and in writing;
- Willingly foster a positive work environment;
- Exercise independent judgment and responsible decision making;
- Understand and follow oral and written instructions; and
- Comply with Regional Transportation Authority policies and procedures.

Skills:

- Demonstrated superior verbal and written communication skills;
- Demonstrated strong analytical, problem solving and negotiation skills, preferably in an environment with multiple departments and dispersed personnel;
- Demonstrated excellent interpersonal relationship; and
- Proficiency in Microsoft Office and/or similar application(s) and various other computer programs and operating systems.

Experience and Training Requirements:

This position requires any equivalent combination of the following training, education and experience that provides the individual with the required knowledge, skills, and abilities to perform the job.

- **Education:** Bachelor's degree in computer science, management information systems, or a related field and/ or recognized IT Industry certifications (Cisco, Microsoft, CompTIA).
- **Experience:** Minimum of one (1) year directly related experience.
- **License or certificate:** Possession of an appropriate, valid TX Driver's License on the date of application as required for position to operate RTA vehicles.
- **Other Requirements:** Must be at least 21 years of age. Any job offer and continued employment is contingent upon completing and passing a pre-employment physical, drug and alcohol screen and background investigation.

Working Conditions and Physical Requirements:

Works primarily in a typical, climate controlled office environment. Average amount of overtime and extended work hours are required. The noise level in the work environment is usually moderate. While performing the duties of the job, the employee occasionally works in outside weather conditions. Standard physical activity includes, but is not limited to, sitting, standing, and walking activities. Essential & marginal functions require maintaining physical conditions necessary to carry/lift/push or pull loads up to 50lbs, long periods of sitting, repetitive movements, frequent standing, crouching, kneeling, twisting, reaching, bending and lifting while installing or servicing computer equipment.